October – CSAC Minutes

6:04 p.m. call to order

Betsy, Rich, David
Sam, Caitlin

Caitlin Presentation (get from her)

David: You mentioned ridership increases on the Rapid after prices dropped and frequency was increased...what about non-frequent routes.

Caitlin: Where we’ve invested in frequency, we have seen increases in route and corridor ridership.

Betsy: How about UT ridership decline? Caitlin: They are continuing to fall, in part because of the Speedway closure, but also changing land use in West Campus, and the use of fixed route service by UT students.

David: Did you get much feedback about moving off of Vargas? Caitlin: Not really, because Montopolis is a block away and there’s good sidewalk connectivity.

Rich: I know we wanted to not use the front of bus signage for messaging, but it would be good to put “Every 15 minutes” on the front. Also, it seems like there isn’t much bus service around the Downtown Station and Austin Convention Center.

Discussion of February resolution on grandfathering in MA clients; committee is still in favor.

Be it further resolved that the Customer Satisfaction Advisory Committee is concerned that over 100 Metro Access enrollees may lose services due to route re-alignments or eliminations, and recommends that the Board and Staff look at the possibility of grandfathering those affected who have no other affordable transit options.

RESEND RESOLUTION

SEND any November Access resolutions
Betsy: do we know how many customers would now be transferring whereas before they had a one seat ride? Caitlin: it’s hard because we don’t know where people come and go, just where there are boardings and deboardings.

Minutes, Rich (1) and Betsy (2) – approved unanimously

Adjourned - 7:50 p.m.